

# **Improving Estates & Facilities services for patients and staff**

## **NUH**

**Peter Homa**  
**Chief Executive**

**February 2017**

Improving Estates & Facilities services

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# Agenda

- Carillion
- Car parking
- Discussion

# Carillion: background

- Carillion awarded a 5-year contract to run Estates and Facilities services at NUH in April 2014 following a competitive process
- Circa 1,500 Carillion staff
- NUH Contract Management Team

# Inconsistent standards

- Cleanliness audits (internal & external) showed deterioration early 2016 after initial improvement
- Patients & staff raised growing concerns cleaning & wider services provided by Carillion
- Independent cleaning assessment commissioned by NUH concluded unacceptable standards (October 2016)

# Managed contract exit

- NUH Board required significant changes to the arrangements with Carillion to improve standards
- January 2017: NUH and Carillion mutually agreed to a managed exit from the core aspects of the E&F contract
- Core E&F services will come back under NUH management by 1 April 2017

# Next steps

- Cleaning improvements & safe transfer of staff and services: immediate priority
- Recruitment exercise underway to address staffing gaps
- Carillion staff will transfer to NUH by April
- Comprehensive improvement plan under development

# Car parking improvements

- Car parking & traffic management will remain under Carillion's management
- Carillion will invest significant capital to improve car parking infrastructure and traffic management
- Car parking enforcement to be introduced Spring 2017 – to tackle inconsiderate parking (includes monitoring appropriate use of parking for disabled)

# Dedicated tram entrance

- Over 2,200 passengers daily use QMC tram stop
- Opens end of July 2017
- Patient/volunteer involvement





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# Discussion

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